



Thank you for inquiring about LLA Design Associates, a full-service design company. Our team offers “turnkey residential interiors,” starting with a customized design process, followed by detailed planning sessions with the architect and contractors, and ending with the specifications and installation date. Your design project is a personal work of art, beginning with your preferences and imagination. Our goal is to listen to your needs, help you visualize the changes, and create a unique design that surpasses your hopes and expectations.

The following is a description of each phase of the Design Process:

### *Phase I*

#### Initial Meetings Between Design Team and Client

- In the first meeting you have the opportunity to meet us. We take the time to listen to your general ideas, preferences and needs for your ideal home environment. Once a decision is made to move forward, we charge an initial consultation fee of \$275 to begin the Design Process
- In follow-up meetings, we engage in an Initial Design Study that specifies your preferences and requirements. In particular, this consists of a question-and-answer session where you differentiate among your likes and dislikes concerning color, fabric, and furniture styles. We will then take measurements and photos of your home to assist us in our Design Plan.

#### Creation of Design Plan

- Our Design Team will then create a formal Design Plan based on your input. The Design Plan will include color schemes, interior finishes, furniture and fabric selections, window treatments, and even architectural designs.

## *Phase II*

### Working Presentation

- To ensure the Design Plan meets your expectations and satisfies all your needs, we will make a working presentation. Our Design Team will visually walk you through every aspect of the preliminary plan so that you will be able to understand the continuity and use of space. We encourage you to ask questions and actively engage in the discussion of project details. Together we can easily make modifications at this stage of the project's development.

### Final Presentation

- At the Final Presentation the Design Team will present you with the details of the final Design Plan to complete your project. You will receive a Design Guide, which is a comprehensive workbook including pictures of furniture selections, fabric swatches, paint chips, and any other item that illustrates your project design. The Design Guide will also include an estimate for completing the presented work.

### Order & Production

- If you verbally approve the estimate, LLA Design Associates will then draw up a Contract based on an Invoice of the approved items. Custom ordering and production will begin once you sign the contract and make a deposit. We will develop a timeline for project completion once we obtain confirmation from the vendors of each product. Our Design Team will continue to visit your home and manage the production schedule to ensure all work is being completed properly and in a timely manner.

## *Phase III*

### Installation

- When all contracted work is completed and all ordered items are delivered to our warehouse, LLA Design Associates will coordinate the installation among the delivery company, the installers, and you. In most cases an installation can be completed within one day, and we will collect final payment upon the installation of all contracted items.